Ideation Phase
Define the Problem Statements

Date	02 NOVEMBER 2025
Team ID	NM2025TMID06595
Project Name	Calculating Family Expenses using Service Now
Maximum Marks	2 Marks

Customer Problem Statement Template:

Many families struggle to effectively track and manage their daily, monthly, and yearly expenses. Manual methods such as spreadsheets or notebooks lead to errors, missing data, and lack of insights. Without a centralized system, it becomes difficult to analyze spending patterns or plan budgets efficiently.

They need an automated system integrated with **ServiceNow** that can record, categorize, and visualize expenses in real time. This would ensure accurate data management, improve financial awareness, and help families make informed spending decisions. The solution can include dashboards, notifications for over-budget categories, and monthly reports.

Problem & Solution Table

Problem	Description	Solution
Forgetfulness	Family members may forget to log daily expenses, leading to incomplete records and lack of insight.	Implement an automated logging system that captures expenses in real time without manual
Lack of Alerts	Parents may not realize when their spending surpasses budget limits for certain categories	Show clear warnings and display a list of categories going over budget alongside notifications.
Expense Monitoring	Needing to track expenses manually requires time and effort without generating useful reports	Create a dashboard in ServiceNow that displays categorized expenses and their current status.
Budget Control	Monitoring household expenses in various categories is difficult without immediate visibility	Create a dashboard in ServiceNow that displays categorized expenses and their current status.

Reference: https://miro.com/templates/customer-problem-statement/

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Family Member	Track and calculate daily expenses	I forget to record some entries	I use a manual notebook	Unorganized and uncertain about where money goes
PS-2	A Parent	Monitor and plan the monthly household budget	There's no alert when expenses exceed the budget	The system doesn't track spending automatically	Frustrated and unable to control expenses

Problem Statement PS 1:

As a family member, I want to easily record and categorize daily expenses in one place using ServiceNow. However, manual tracking often leads to missed entries and confusion about spending patterns.

This makes me feel unorganized and anxious about financial control. I need a digital solution that automatically logs expenses, generates summaries, and helps me identify unnecessary spending.

Problem Statement PS 2:

As a parent, I want to monitor overall household spending and get alerts when certain categories (like groceries or utilities) exceed set limits. However, there is no automated system that tracks and reports this in real time.

This lack of visibility makes it difficult to maintain a stable budget. A ServiceNow-based dashboard with automated reports and alerts would help manage finances better and reduce overspending.